CLAIMS

What is claimed is:

1   1. A method for establishing a connection with a user, the method
2   comprising the steps of:
3   receiving a request for agent contact from the user, wherein the
4   request includes an identifier associated with a web page being viewed by
5   the user;
6   transmitting the identifier associated with the web page to an agent
7   that will contact the user; and
8   establishing a connection between the user and the agent.

1   2. The method of claim 1 further including the step of displaying
2   the identified web page to the agent.

1   3. The method of claim 1 wherein the identifier associated with
2   the web page identifies the web page being viewed by the user at the time
3   of entering the request for agent contact.

1   4. The method of claim 1 wherein the request is received through
2   a web server.

1   5. The method of claim 1 wherein the connection established
2   between the user and the agent is a voice connection across a telephone
3   network.

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1   6. The method of claim 1 wherein the identifier associated with

2   the web page is the web page uniform resource locator (URL).

1   7. The method of claim 1 wherein the step of transmitting the

2   identifier associated with the web page to an agent further includes the

3   step of selecting an agent to contact the user.

1   8. The method of claim 7 wherein the agent is selected based on

2   the content of the web page being viewed by the user at the time the

3   request for agent contact is entered.

1   9. The method of claim 1 wherein the method is implemented in

2   a call processing environment.

1   10. A method for displaying information about a caller, the

2   method comprising the steps of:

3   receiving a telephone call;

4   identifying a telephone number associated with the received

5   telephone call;

6   identifying information about the caller based on the identified

7   telephone number;

8   generating a web page containing the identified information about

9   the caller, wherein the web page has an associated identifier; and

10   transmitting the identifier associated with the web page to an agent

11   that will answer the call.

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1   11. The method of claim 10 further including the step of

2 displaying the identified web page to the agent.

1   12. The method of claim 10 further including the step of

2 establishing a connection between the caller and the agent.

1   13. The method of claim 10 wherein the identifier associated with

2 the web page is the web page uniform resource locator (URL).

1   14. The method of claim 10 wherein the step of transmitting the

2 identifier associated with the web page to an agent further includes

3 selecting an agent to answer the call.

1   15. The method of claim 14 wherein the agent is selected based on

2 the identified information about the caller.

1   16. The method of claim 10 wherein the method is implemented

2 in a call processing environment.

1   17. An apparatus for establishing a connection with a user, the

2 apparatus comprising:

3   a receiving mechanism configured to receive a request for agent

4 contact from the user, wherein the received request includes an identifier

5 associated with a web page being viewed by the user;

6   a communication mechanism configured to transmit the identifier

7 associated with the web page to an agent that will contact the user; and

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8   a connection device configured to establish a connection between

9   the user and the agent.

1   18. The apparatus of claim 17 further including a display

2 mechanism configured to display the identified web page to the agent.

1   19. The apparatus of claim 17 wherein the receiving mechanism is

2 a web server.

1   20. The apparatus of claim 17 wherein the connection device is

2 further configured to select an agent to contact the user based on the

3 content of the web page being viewed by the user at the time the request

4 for agent contact is entered.

1   21. An apparatus for establishing a connection with a user, the

2 apparatus comprising:

3   means for receiving a request for agent contact from the user,

4 wherein the request includes an identifier associated with a web page

5 being viewed by the user;

6   means for transmitting the identifier associated with the web page

7 to an agent that will contact the user; and

8   means for establishing a connection between the user and the

9 agent.

1   22. The apparatus of claim 21 further including means for

2 displaying the identified web page to the agent.

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1   23. The apparatus of claim 21 wherein the means for receiving is a
2   web server.

1   24. The apparatus of claim 21 wherein the means for establishing a
2   connection selects an agent to contact the user based on the content of the
3   web page being viewed by the user at the time the request for agent
4   contact is entered.

1   25. A computer software product including a medium readable by a
2   processor, the medium having stored thereon a sequence of instructions
3   which, when executed by the processor, causes the processor to:
4   receive a request for agent contact from the user, wherein the
5   request includes an identifier associated with a web page being viewed by
6   the user;
7   transmit the identifier associated with the web page to an agent
8   that will contact the user; and
9   establish a connection between the user and the agent.

1   26. The computer software product of claim 25 wherein the
2   sequence of instructions which, when executed by the processor, further
3   causes the processor to display the identified web page to the agent.

1   27. The computer software product of claim 25 wherein the
2   sequence of instructions which cause the processor to transmit the

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3   identifier associated with the web page to an agent selects an agent to

4   contact the user.

1   28. The computer software product of claim 27 wherein the agent

2   is selected based on the content of the web page being viewed by the user

3   at the time the request for agent contact is entered.

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